IN THE SPECIFICATION

Please substitute the following paragraphs for the corresponding paragraphs being amended.

[Paragraph beginning at page 54, line 1]

In Figs. 39A to 39C, the network of Fig. 36 is shown to include network sites, each of which has an intelligent agent handler 420. The server 414 may include a state of health monitor 421. The monitor 421 may periodically launch an intelligent agent program in the form of a monitor agent onto the network bus 413. In Fig. 39A, a monitor agent is shown as arriving at ATM ~~401~~ 1 after having been launched from the server 414. The monitor agent is shown in full lines at its arrival point and is shown in dotted lines to represent the previous point of departure from the server 414. The monitor 421 may provide the monitor agent with a list of addresses in an address field 432 of the agent program allowing it to roam through the network.

[Paragraph beginning at page 54, line 23]

From step 452, the terminal may enter step 453 where the monitor program agent is entered into the runtime environment where the service data requested by the program agent is entered into a program registry field 434. Following the step 453, the program agent may be re-launched into the network in the step 454. Once re-launched into the network, the program agent may visit other terminal sites B ..N as shown diagrammatically in Fig. 37. The monitor agent may go to the first location on its address list (ATM ~~401~~ 1) where it obtains the information specific to that location. Having removed ATM ~~401~~ 1 from its list of locations to visit, the dynamically modified monitor agent may move on to the next location to be visited, ATM ~~402~~ 2. The movement of the monitor agent from ATM ~~401~~ 1 to ATM ~~402~~ 2 is shown diagrammatically in Fig. 39B. The process of handling the monitor agent may be repeated in the agent handler 420 of ATM ~~402~~ 2 and this pattern can continue until all the locations have been visited, whereupon the monitor agent may return to the server 414

to impart the information obtained by traveling through the network as shown diagrammatically in Fig. 39C.

[Two paragraphs beginning at page 55, line 25]

As well as retrieving information from the locations that they visit, intelligent program agents may also impart information as will now be explained with reference to Figs. 40A to 40C. In Fig. 40A, each of the back offices 412 can support a replenisher or field engineer who can log on or off the network. When logging on, the ~~back office 412~~ BACK OFFICE 1 automatically sends out a service agent program identifying that replenisher or field engineer to the ATMs 410 and teller stations 411 on the network as an available service resource. The ~~back office 401~~ BACK OFFICE 1 is seen in Fig. 40A to have launched a service agent that is being received by the ATM ~~401~~ 1. The service agent may be processed by the agent handler of each transaction terminal before passing on through the network. In Fig. 40B, the service agent from ~~back office 401~~ BACK OFFICE 1 is seen as having been re-launched by ATM ~~401~~ 1 and is seen as arriving at ATM ~~402~~ 2. Similarly, when logging off, the back office may automatically send out a service agent program identifying to all the ATMs 410 and teller stations 411 that the respective service resource is no longer available.

Field engineers from the wider area network may send service agent programs into the local area network through the server 414. In Fig. 40C, a service agent program which has arrived via the bus 415 is seen in dotted lines as having been launched by the server 414 onto the local area network and is seen in full lines as arriving at the ATM ~~401~~ 1. The service agent programs from the wider area network may be subject to security checks before passing into the local area network. The server 414 may be programmed to stop service agent programs from the local area network from reaching the wider area network.

[Three paragraphs beginning at page 56, line 20]

When a critical failure occurs within an ATM or teller station in the network, an alert agent program may be launched by the site experiencing the failure. An alert agent program is shown in Fig. 41A as having been launched by the ATM ~~403~~ 3. The alert agent may

indicate a critical failure such as a card jam. The alert agents may use a location list built up in an agent registry 455 from the service agents that visited earlier. An alert agent may be launched to arrive at the agent handler at each location on its list either in turn or according to some predefined rules. Such rules could specify local sites first and then remote sites. The alert agent from ATM ~~403~~ 3 is seen in Fig. 41A as having arrived at the agent handler of ~~back office 401~~ BACK OFFICE 1.

Upon reaching an agent handler of a replenisher or maintenance program, the alert agent may query training and authority levels recorded there in order to decide whether help is available. If a person is available who is trained and authorized to work on the error contained within the alert agent, then the alert agent may present a request for assistance on that person's terminal. If assistance is not available because the requested person is away from the terminal, the alert agent may be programmed to time out and move on to the next location on its list. If the requested person cannot assist because they are otherwise occupied, for example with a customer, the requested person can close the agent interface and again the alert agent may move to the next location on its list. In Fig. 41B, an alert agent from ATM ~~403~~ 3 is shown in dotted lines as having left the ~~back office 401~~ BACK OFFICE 1 and in full lines as arriving at ~~back office 402~~ BACK OFFICE 2.

If the ~~replenisher 402~~ Replenisher 2 fails to assist, the alert agent may pass to ~~replenisher 403~~ Replenisher 3 who might also fail to assist. In this case the alert agent may pass through the server 414 to seek assistance from replenishers on the wider area network as shown diagrammatically in Fig. 41C. If at any point the alert agent successfully summons assistance, the alert agent may be acknowledged and critical failure information carried by the alert agent may be registered at the location capable of assisting. The information can include the error type, such as a card jam, and an identification of the terminal concerned. The identification may simply be a terminal number in the case where assistance is to be provided from within the environment of the local area network. Otherwise, the identification may include an address and contact information for gaining access to the terminal. Once an alert agent has successfully summoned assistance, it may return to the originating terminal site. Alternatively, the alert agent may delete itself.